

Digital Marketing Strategy

An integrated approach to online marketing

Simon Kingsnorth



CONTENTS

About the author xi
About the contributors xii

Introduction 1

What is a digital strategy? 1
What's the story of this book? 2
How to get the most from this book 3

01 What is digital marketing? 5

A history of digital marketing 7
The 4 Ps of marketing 8
Porter's five forces 13
Brand or perceptual positioning map 18
Customer lifetime value 20
Segmentation 23
Boston Consulting Group matrix 25
Summary 28
Further reading 29
References 29

02 Aligning with your business strategy 30

Customer centricity 31
Business model 32
Global strategy 35
Brand 37
Vision 38
Culture 39
Research and insight 40
KPIs 42
Summary 43
Further reading 44
References 45

03 Barriers and considerations 46

Technology 47
Skills 50
Budget and resources 52
Business priorities 54
Regulation 56
Summary 63
Further reading 65
References 65

04 Planning 66

The planning process 68
The phased approach 74
Goals 75
Objectives and strategies 77
Action plans 80
Controls 82
People 84
Budgeting and forecasting 85
Summary 87
Further reading 88

05 Search engine optimization 89

A history of SEO 91
Researching your SEO strategy 95
Technical SEO 98
Site structure 99
Content 101
Mobile 102
Location 102
Penalties 103
Organizational structure and SEO 104
Summary 106
Further reading 107
References 108

06 Paid search 109

An introduction to paid search 110
Setting up a campaign 112
Measurement and optimization 116
Advanced paid search 118
Managing paid search campaigns – humans versus robots 121
Summary 121
Further reading 122

07 Display 123

A brief history 125
Programmatic advertising 127
Types and formats of display advertising 130
Ad servers and technological delivery 132
Types of display campaign 134
Planning and targeting display campaigns 135
Display campaign measurement and attribution modelling 141
Summary 147
Further reading 148
References 148

08 Social media 149

History of social media 150
Should I or shouldn't I? 151
Customer service and reputation management 152
The SEO angle 153
Where to start? 154
Types of social media 155
Content 158
Social advertising 159
Measurement 160
Summary 162
References 163

09 User experience and transformation 165

User experience (UX) 165
Digital transformation 175
Summary 181
Further reading 182
References 182

10 CRM and retention 183

Defining CRM and retention 184
Contact strategy 187
Cross-selling and up-selling 193
Predictive analytics 194
CRM systems 195
Social CRM (SCRM) 196
Loyalty 197
Summary 200
Further reading 200
References 201

11 True personalization 202

What is personalization? 202
Defining true personalization 203
User-defined personalization 204
Behavioural personalization 205
Tactical personalization 208
Single customer view 208
Summary 209
Further reading 210
References 210

12 Customer service 211

Customer service principles 212 Service channels 219 Social customer service 225 Measurement 227 Summary 229 Further reading 230 References 230

13 Content strategy 231

What is content marketing? 232
What is content? 235
What content types should you use? 236
Why content marketing? 237
People and process for creating content 241
Distribution 250
Measuring the value of content 252
International content 255
Audit checklist 256
Summary 256
Further reading 258
References 258

14 Analytics and reporting 259

The data landscape 260
The reliability of data-based decisions 261
What are analytics? 262
Tools and technology 265
Attribution modelling 277
Reporting 279
Summary 282
Further reading 283
References 283

15 Presenting your strategy 284

Decision making 285
Budget 287
Key channel benefits 289
How channels interact 294
Website 299
Further considerations 301
Structuring your proposal 305

Advocacy 311
Summary 312
Further reading 313
References 314

Bringing it all together 315

Index 317

A bonus chapter, 'The future of digital', and other resources are available at the following url (please scroll to the bottom of the page and complete the form to access these):

www.koganpage.com/DigitalMarketingStrategy

ABOUT THE AUTHOR



Simon Kingsnorth is a strategic marketing leader who has built and led marketing departments and consulted to businesses across the world. He has specialized in digital for many years and run campaigns across all digital channels but also has experience running most offline channels. He has a passion for digital-first cultures but above all has a belief that integrated, client-centric strat-

egies should be the focus for most organizations.

Simon has worked client-side for a wide range of organizations including start-ups, small and medium-sized enterprises (SMEs) and global businesses across a range of business to consumer (B2C) and business to business (B2B) industries and has also been fortunate enough to work with many leading agencies. He is a contributing author to the books *Understanding Digital Marketing* and *Understanding Social Media*.

Simon also has too many hobbies to count including photography, music and history but the things Simon is most proud of are his two wonderful boys.